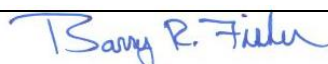



COUNTY OF VENTURA HEALTH CARE AGENCY		EMERGENCY MEDICAL SERVICES POLICIES AND PROCEDURES	
Policy Title: Emergency Medical Dispatcher and Priority Dispatch Training Guidelines		Policy Number 1140	
APPROVED: Administration:	 Barry R. Fisher, EMT-P	Date: 04/02/2003	
APPROVED: Medical Director:	 Angelo Salvucci, M.D.	Date: 04/02/2003	
Origination Date:	October 1991		
Date Revised:	April 2001		Effective Date: May 1, 2003
	January 2003		
Review Date:	January 2005		

- I. **PURPOSE:** The purpose of the "Emergency Medical Dispatcher Training Guidelines" is to assist local EMS Agencies, Law Enforcement Agencies and emergency medical dispatching services with development of a training program for their Emergency Medical Dispatchers (EMD).
- II. **POLICY:** Any local Agency desiring to implement Emergency Medical Dispatching protocols and emergency instructions shall do so through the review and approval of the Ventura County EMS Agency. Tapes of all EMS calls shall be made. The Ventura County EMS Agency will conduct periodic medical tape audits with a department representative to ensure that dispatching protocol and emergency medical instructions are appropriately and effectively followed.
- III. **APPLICATION:** This policy and procedure establishes the application process for Emergency Medial Dispatcher Training Programs.
 - A. **EMERGENCY MEDICAL DISPATCH GUIDELINE GOALS AND TRAINING OBJECTIVES**

The EMS Dispatcher Training Guidelines include specific training objectives for pre-arrival instructions to the caller. Alternatively, they shall use key questions to determine the correct pre-arrival instructions and/or to gather additional information to communicate to the EMS responders en route. Emergency Medical Dispatching Agencies may choose to include pre-arrival instructions as part of their system. Agencies utilizing this system shall work closely with the Ventura County EMS Agency and be consistent with the County's EMS plan.

An EMS Agency approved reference system (i.e., key questions, card file, protocol binder, computerized system), shall be used by dispatching services that choose to provide systematized pre-arrival instruction. Classroom lesson plans shall be developed by the local emergency service providers in conjunction with the Ventura County Emergency Medical Services Agency, commensurate with these guidelines. At the

conclusion of the training, the student should have successfully completed the following minimum training goals.

1. Have a general knowledge of what the emergency medical system is, how it operates, when it is activated and the level of Emergency Medical Dispatch that is performed.
2. Have a general knowledge of the type of telecommunications equipment utilized in Ventura County, how it operates, and integrates with the EMS system.
3. Have a specific knowledge of how to obtain information from callers by demonstrating an understanding of the philosophy of medical interrogation, the concept of hysteria threshold, and the need for persistently repeating questions to obtain critical information from the caller.
4. Be able to communicate Ventura County EMS Agency approved pre-arrival care instructions to a caller.
5. Have specific knowledge of the medical legal aspects and special circumstances pertinent to EMS dispatch.
6. Have specific knowledge to properly allocate local EMS resources.
7. Have specific knowledge of the role of the EMD in a multi-casualty incident and disaster situation including the local procedures utilized to insure appropriate EMS response and coordination with other responding agencies.
8. Demonstrate the ability to effectively describe verbally and, if physically able, perform cardiopulmonary resuscitation and obstructed airway techniques to current standards adopted by the local EMS dispatching service and EMS Agency.

B. PROGRAM ADMINISTRATION

EMS Agency approved EMD training programs shall provide for the functions of administrative directions, medical quality control, and actual program instruction. Nothing in this policy and procedure precludes the same individual from being responsible for more than one of the following functions if so qualified.

1. Program Director
Each EMD training program shall have a program director that shall be qualified by education, and experienced in the methods, materials, and evaluation of instruction. The program director shall provide all written and practical examinations, coordinate all instructional activities, assure medical quality control of program and approve all Medical/Dispatch instructors and teaching assistants in accordance with EMSA policy and procedures. The program director will also

ensure that all aspects of the EMD training program are in compliance with the State EMS Authority EMD Training Guidelines and this policy and procedure.

2. Medical Instructor

Each EMD Training course shall have a Medical instructor with the following qualifications:

- a. Currently certified as an emergency medical technician, paramedic, registered nurse, physician assistant or physician.
- b. Currently certified in cardiopulmonary resuscitation.

3. Dispatch Instructor

Each EMD training program shall have a Dispatch Instructor with the following qualifications:

- a. Has worked 3 years in the last 5 as an Emergency Medical Dispatcher or Dispatch Supervisor of an EMD PSAP.
- b. Approved by employer.

4. Teaching Assistant

Each EMD training program may have teaching assistants, qualified by experience or training to assist with teaching the course and shall be approved by the program director in cooperation with the Medical and Dispatch instructors as qualified to assist in teaching the topics to which the assistant is to be assigned.

5. Reporting

- a. All EMD program materials specified in this policy and procedure shall be subject to periodic review by the EMS Agency.
- b. Any person or agency conducting an EMD training program shall notify the EMS Agency in writing within thirty (30) days of a change in course content, hours of instruction, course location(s), written agreements between agencies for EMD training, administration, and emergency medical dispatch tape audit process.
- c. All EMS Agency approved EMD training programs shall provide:
 - 1) The EMS Agency with a complete listing of all administrative and instructional members at the beginning of each course.
 - 2) The EMS Agency with a complete listing of all graduates, along with individual written and practical examination scores (must be, 80% minimum) on course completion.
 - 3) The EMS Agency with an annual written report to include:
 - a) Number of students trained

- b) Number of students enrolled
- c) Number of graduates
- d) Written and practical examination scores of graduates and non-graduates
- e) Additions or deletions in program administrative and instructional personnel
- f) A summary evaluation of the EMD training program

6. Course Completion Record

An EMS Agency approved EMD training program shall issue a course completion record to each person who successfully completes an EMD training program.

The course completion record shall contain the following:

- a. The name of the individual.
- b. The name and location of the agency issuing the course completion record.
- c. The date of course completion.
- d. The total number of hours completed.
- e. The name and signature of the program director.
- f. The name and signature of the principal instructor.

7. EMD Challenge Procedure

When an EMD trained individual is employed for a Ventura County dispatching position, the following challenge procedures shall be initiated.

- a. Attend an 8-hour VCEMS approved orientation given by the employing agency on the Ventura County EMD program.
- b. The candidate shall successfully complete the existing EMD Final Exam utilized by the agency whom the candidate is employed.
- c. Each agency shall send a brief memo to Emergency Medical Services on the completion of the challenge process stating that the employee has successfully completed the above procedure.

8. Continuing Education Requirements

a. Required hours for EMD Continuing Education are as follows:

Continuing Education Requirements for EMD Dispatcher Reauthorization	
Continuing Education Type	2-Year Hourly Requirements
VC EMS Agency EMD/PD Education	2
Critical Incident Stress Management (VCEMS or other accredited agency)	2
EMD PSAP Tape Review	6
CPR	4
Other (One of the above CE Categories, POST EMD-related training sessions, VC EMS card specific issues, academic course work directly related to job responsibilities and approved by EMS Agency, or Ride Along)	10
Total	24

- b. EMD dispatchers shall attend a minimum of two (2), one-hour Ventura County EMD Continuing Education classes, offered quarterly, per authorization period.
- c. At least two hours of Critical Incident Stress Management education shall be completed each 2-year authorization period.
- d. EMD Continuing Education will utilize sign in sheets to track attendance. Each agency providing EMD will track individual dispatcher's CE hours and maintain copies of sign-in rosters. Rosters will be available to the EMS Agency by request.
- e. If an EMD does a ride-along as part of their CE hours, the approved EMD Field Observation Report (Appendix A) shall be utilized and submitted to the agency providing EMD.
- f. In the event the Dispatcher takes a leave of absence from their employer, he/she will have 60 days from the date of return to work to complete any outstanding CE prior to reauthorization.
- g. Once the EMS Agency receives notification by a dispatch agency that a dispatcher has successfully completed an approved VCEMS EMD program, the dispatcher shall be granted an official EMD Authorization card (Appendix B) issued by the EMS Agency.

C. PROGRAM APPROVAL

Approval of EMD training programs by the EMS Agency shall be made on the basis of comprehensive evaluation of required material received from the submitting agency.

1. Evaluation criteria utilized by the EMS Agency are as follows:
 - a. Verification that the submitting agency's program follows the State EMS Authority EMD Training Guidelines and this policy for required instructional elements, course content, time frames and testing.
 - b. Verification that the submitting agency meets the criteria for agencies eligible to conduct EMD training.
 - c. Verification of the EMS Agency receiving from the submitting agency all required materials referenced in Section IIID of this policy and procedure.
2. The EMS Agency shall make program approval or disapproval in writing within thirty (30) days after receipt of submitting agency's application and required supportive documentation materials.
3. Program approval shall be for two (2) years following the effective date of program approval and may be renewed biennially, subject to the provisions of this policy and procedure.

D. APPLICATION PROCESS

Agencies or facilities proposing to conduct an EMD training program shall submit a written request for EMD training program approval to the EMS Agency. The EMS Agency shall, prior to program approval or disapproval of an EMD training program, review the following materials submitted by the agency:

1. EMD Training Program Approval Application form shall have:
 - a. The name and location of the submitting agency.
 - b. The date in which the application and accompanying supportive materials were sent by the submitting agency.
 - c. The name, position, and telephone number of the individual(s) who prepared the application packaged.
2. Course outline of proposed EMD training program, consisting of all instructional elements and associated hours of instruction specified in this guideline.
3. Sample written and practical examinations for periodic testing of each performance objective.
4. Sample validated competency-based written and practical final examination utilized for course completion.
5. Description of the process used to validate the final written and practical examination utilized for course completion; include validation process results.

6. A description of the program evaluation process, including but not limited to:
 - a. Evaluation of student's objectives
 - b. Evaluation of program content
 - c. Evaluation of learning opportunities
 - d. Evaluation of instructor(s)
 - e. Evaluation of program environment
 - f. Evaluation of learning materials
 7. Sample instructional materials, to be utilized in the proposed EMD training program, including:
 - a. Medical Dispatch Priority Reference System.
 - b. Other instructional materials to be utilized in the proposed EMD training program, including handouts, books, etc.
 8. Names, telephone number, and qualifications of the program director, principal instructor(s), and teaching assistant(s).
 9. The location(s) where the EMD training program courses will be held.
 10. Provision to establish written agreements with other agencies to conduct EMD training should the submitting agency choose to conduct EMD training for other agencies or have its personnel trained by another eligible agency.
- E. WITHDRAWAL OF PROGRAM APPROVAL
- Non-compliance with criterion required for program approval, use of any unauthorized teaching personnel, or non-compliance with other applicable provision of this policy and procedure or the State EMS Authority EMD Training Guidelines may result in withdrawal of program approval by the EMS Agency.
- Such action by the EMS Agency will be conducted according to EMS Agency Policy and Procedure.

F. TRAINING UNIT GUIDELINES:

Training of New Dispatchers: A dispatcher shall not provide EMD instructions until s/he has been trained according to VCEMS requirements as specified in this Policy.

The following training units are identified for students who are not currently certified as an EMD Dispatcher within Ventura County.

UNIT NUMBER	IDENTIFICATION	RECOMMENDED ALLOCATED TIME FOR TEACHING
1	Medical Dispatch Orientation	3 hours
2	Obtaining Information from the Caller	3 hours
3	Priority Dispatch	4 hours
4	Medical Legal Considerations	2 hours
5	Providing Pre-Arrival Instructions	8 hours
6	CPR/Obstructed Airway	4 hours
7	CQI	2 hours
8	Multi-Casualty Incidents and Disaster Procedures	1 hour
9	Critical Incident Stress Management	1 hour
10	Practical Lab	8 hours
11	Written and Practical Testing	4 hours
	Total	40 hours

The Training Unit Guidelines for each of the eleven units specified above are identified on the following pages.

FIELD OBSERVATION REPORT

SUMMARY OF FIELD OBSERVATION:

EMD SIGNATURE

APPENDIX B EMD AUTHORIZATION CARD



County of Ventura
Health Care Agency
Emergency Medical
Services



For verification of authorization status, please contact:

County of Ventura
Emergency Medical Services
2220 E. Gonzales Rd., #130
Oxnard, CA 93036
805-485-9230 Fax: 805-485-9214
www.vchca.org/ph/ems

NAME

Has fulfilled the requirements of the County of Ventura and
is authorized as a

Emergency Medical Dispatcher

Authorization #: XXXX
Issue Date: 08-28-02
Expiration Date: 08-31-04

Angelo Salvucci, MD, FACEP
Medical Director

UNIT 1

MEDICAL DISPATCHER ORIENTATION

LEARNING GOAL:

The student should have a general knowledge of what the emergency medical system is, how it operates, when it is activated, and what level of emergency medical dispatch is performed.

PERFORMANCE OBJECTIVES:

The student should be able to identify the administrative organization of the Emergency Medical System and the roles that the following organizations play in it:

1. The State Emergency Medical Services Authority.
 - The Ventura County Emergency Medical Services Agency.
 - The local EMS providers.
2. The Student should be able to identify the following types of emergency service.
 - First Responder
 - Basic Life Support (BLS)
 - Advanced Life Support (ALS)
3. The student should be able to identify the following provider levels of training and distinguish the difference between the service which each provides:
 - First Responder
 - Emergency Medical Technician (EMT-I)
 - Emergency Medical Technician-Defibrillator (EMT-D)
 - Emergency Medical Technician Paramedic (EMT-P)
 - Mobile Intensive Care Nurse
4. Given the six following parts of the Emergency Medical Service System, the student should be able to identify who they are, and what they do.
 - Person on scene
 - Dispatcher
 - First Responder
 - EMS Prehospital Personnel, MICN, EMT-P, EMT-D, EMT-I
 - Transport Personnel
 - Licensed Acute Care Facility (Hospital)
5. The student should be able to demonstrate knowledge of the following distinguishing characteristics of a medical emergency response.
 - When a person is known to be sick or injured and makes a request for medical response.

- When a situation involves a sick and injured person where verification cannot be made and a request for medical services is received (third party caller).
 - When information is received that reasonably shows that law, fire or emergency medical problems exist in a multi-response situation.
6. The student should be able to distinguish the following types of emergency medical service dispatch systems and identify the difference between those systems:
- No system – Send whatever is closest
 - Resources availability system – Most appropriate resource sent, based on the type of emergency
 - Key question response system – Priority Dispatch – Response sent, based on EMD questioning
7. The student should be able to identify and demonstrate knowledge of Level-I dispatching:

1.	Level I <u>Option</u> (Call Routing)	<u>Dispatch Action</u> ALWAYS DISPATCHED	<u>Dispatch Options</u> Pre-arrival Instructions
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Dispatch determines only if it is non-medical or medical emergency and routes accordingly. The local dispatching service, with the approval of the EMS Agency, has the option of providing pre-arrival instructions.

- The student should be able to demonstrate the ability to define the vocabulary and abbreviations utilized in the Ventura County Emergency Medical Services System.
- When given a specific scenario, the student should be able to trace the sequence from receiving the EMS call to dispatch of responders. The student should also be able to identify the level of responding unit, and necessary en route coordination up to the point of arrival at the receiving facility.
- The Student should be able to list and explain the overall goals of the Emergency Medical Dispatcher Training Course.
- The Student should be able to list and explain the following four primary functions of an Emergency Medical Dispatcher:
- How to properly interrogate a caller to obtain specific medical information required to dispatch an EMS responder.
- If appropriate, use of their agency's locally approved Emergency Medical Priority Reference System.
- Dispatch and coordination of EMS resources with other agencies and local hospitals.

- Provide pre-arrival instructions to the caller if permitted by the dispatching service.
8. The student should be able to list and explain the following six basic prerequisites for successful performance as an Emergency Medical Dispatcher:
- Read and write English proficiently, plus any other language necessary to function in a given area.
 - Speak clearly and distinctly on radio/telephone.
 - Exercise calm and reasoned judgment in stressful situations.
 - Obtain information and communicate effectively with persons in crisis and panic situations.
 - Operate public safety and emergency medical dispatch and communications equipment efficiently and effectively.
 - Provide callers with appropriate pre-arrival instructions prior to the arrival of the EMS response units if approved by the EMS Agency.
 - Know and demonstrate local multi-casualty incident and disaster procedures.
9. The student should be able to identify those areas outside of their role and responsibility, which are not appropriate for an Emergency Medical Dispatcher such as:
- The dispatcher does not diagnose the medical problems of a victim. The dispatcher provides only the information necessary to institute lifesaving emergency care in response to symptoms and signs reported by a caller.
 - The dispatcher's role is to channel information and establish the necessary communication links to enable EMS personnel to carry out their responsibilities. The dispatcher is not the commander or director of EMS activities at the incident.
 - The dispatcher does not second guess the EMS personnel on the scene and attempt to make patient care decisions.
 - The dispatcher does not let a caller's demeanor or attitude influence dispatch decisions or deter, when appropriate, giving pre-arrival instructions.
 - The dispatcher does not let past experiences with callers, personal anecdotal medical experiences, or the judgment of the calling party, influence dispatch decisions.
 - The dispatcher does not provide information about incidents to unauthorized persons or agencies.

UNIT 2

OBTAINING INFORMATION FROM THE CALLER

LEARNING GOAL:

The student should have a specific knowledge of how to obtain information from callers by demonstrating an understanding of the philosophy of medical interrogation, the concept of hysteria threshold, and the need for persistently repeating their question(s).

PERFORMANCE OBJECTIVES

The dispatch student should understand and be able to refute commonly held misconceptions about medical interrogation at the level provided by their dispatching system including:

- Caller is too upset to respond accurately.
- Caller doesn't know required information.
- Medical expertise of dispatcher is unimportant.
- Dispatcher is too busy to waste time asking questions, to give instructions, or to use a reference system.
- Over the phone information provided by the dispatcher cannot help victims and may be dangerous.
- Calming Techniques

The dispatch student should understand hysteria threshold and the need for repetitive persistence when interrogating a caller.

UNIT 3
PRIORITY DISPATCH

Priority Dispatch Training shall be a minimum of 6 hours in length and include, but not be limited to, the following topics:

1. Principles of Emergency Medical Dispatch (45 minutes)
 - A. Caller Interrogation
 - B. Prioritized Dispatch
 - C. Pre Arrival Instructions
2. Ventura County Emergency Medical Dispatch (15 minutes)
 - A. History
 - B. Grant Project
3. Prioritized Dispatch (165 minutes)
 - A. Theory
 1. Appropriate versus Maximal Response
 2. Hot (code 3) versus Cold (code 2)
 3. Reporting Party Information Accuracy
 4. Reliability of Response Level Determination
 - B. Legal Issues
 1. Standard of Care
 2. Negligence
 - C. Response Levels
 1. Priority I versus Priority II
 2. Additional Flexibility
4. Specific Protocols (120 minutes)
 - A. Call Entry Card
 - B. Specific Cards
 - C. Sequence Cards
5. Quality Improvement (15 minutes)
 - A. Documentation
 - B. Oversight

UNIT 4

MEDICAL/LEGAL CONSIDERATIONS

LEARNING GOAL:

The student should have specific knowledge of the medical legal and special circumstances pertaining to EMS dispatch.

PERFORMANCE OBJECTIVES:

The student should be able to list and give a working definition for the following basic legal terms: duty, breach of duty, damage and causation, foreseeability, civil liability, criminal liability, limited liability protection, acts or omissions performed in a grossly negligent manner, and acts or omissions not performed in good faith.

- The student should be able to discuss those factors which reduce risk of liability when performing pre-arrival instructions:
 - Being certified to perform pre-arrival instructions.
 - Following the approved protocols for pre-arrival instructions
 - Confirmation of the callers address and phone number
 - Use of basic medical interrogation and communication skills
- The student should be able to list and demonstrate an understanding of the Ventura County procedure for handling special or unusual circumstances.

UNIT 5

PROVIDING PRE-ARRIVAL INSTRUCTIONS

LEARNING GOAL:

If authorized the student should be able to communicate Ventura County EMS Agency approved pre-arrival emergency instructions to a caller.

PERFORMANCE OBJECTIVES:

Dispatch students in those systems that authorize pre-arrival instructions, should be able to:

- Discuss the basic premise for giving pre-arrival instructions to the caller.
- Determine the need for pre-arrival instructions. When the need is established, be able to communicate them based on Ventura County EMS Agency approved pre-arrival instruction.
- The student should be able to explain and utilize pre-arrival instructions approved by the Ventura County EMS Agency.

UNIT 6
CPR/OBSTRUCTED AIRWAY

LEARNING GOAL:

The student should be able to demonstrate the ability to effectively describe verbally and, if physically able, perform cardiopulmonary resuscitation and obstructed airway techniques to current standards as adopted by the Ventura County EMS Agency.

LEARNING OBJECTIVES:

In compliance with the Ventura County EMS Agency cardiopulmonary resuscitation and obstructed airway standards, the student should be able to demonstrate correctly:

- Adult one-rescuer CPR
- Adult two-rescuer CPR
- Pediatric CPR
- Adult Foreign Body Airway Obstruction Management: Conscious
- Adult Foreign Body Airway Obstruction Management: Unconscious
- Infant Foreign Body Airway Obstruction Management: Conscious
- Infant Foreign Body Airway Obstruction Management: Unconscious
- Approved training should also include information on barrier devices, stroke, and an overview of Automated External Defibrillators.

UNIT 7

CONTINUOUS QUALITY IMPROVEMENT (CQI)

LEARNING GOAL:

The student should have specific knowledge of the CQI process related to the EMD process.

PERFORMANCE OBJECTIVES:

The student should have an overall understanding of the CQI process, including types of audits completed and criteria for scoring standards. The student will also understand the goals of CQI and how remediation will be achieved to improve performance.

- Scoring criteria used for Call Entry, Problem Type, Dispatch/Treatment questions, Pre-arrival Instructions, Coding and Total scores.
- Understanding of required monthly audits for each dispatch center providing EMD.
- Agency responsibility to ensure acceptable EMD performance by meeting EMS standards.

UNIT 8

MULTI-CASUALTY INCIDENTS AND DISASTER PROCEDURES

LEARNING GOAL:

The student should have specific knowledge of the role of the Emergency Medical Dispatcher in a multi-casualty incident, or disaster situation, and of the Ventura County procedures used to insure appropriate EMS response and coordination with other responding agencies.

PERFORMANCE OBJECTIVES:

- The student, based on Ventura County procedures, should be able to identify emergency situations, which constitute a multi-casualty incident or disaster.
- The student should be able to define the role of the Emergency Medical Dispatcher in a multi-casualty incident or disaster.
- The student, upon receiving a call that presents a multi-casualty incident or disaster situation, should be able to recognize it as such and obtain sufficient information to alert and dispatch the appropriate EMS resources.
- To review the EMS Agency role and responsibility for multi-casualty incident or disaster.

The student, when given the information on the nature and extent of a multi-casualty incident or disaster situation, should be able to notify and maintain communications with appropriate public agencies.

UNIT 9

CRITICAL INCIDENT STRESS MANAGEMENT

LEARNING GOAL:

The student should have a basic understanding of Critical Incident Stress Management services within Ventura County.

PERFORMANCE OBJECTIVES:

The dispatch student should be able to:

- Recognize stress reactions in themselves and others.
- Understand the personality traits specific to Emergency Personnel.
- List examples of critical incidents.
- Understand the debriefing process.
- Identify the CISM services offered through their employer and the Critical Incident Stress Management Coalition of Ventura County and know when and how to access Critical Incident Stress Management services.

UNIT 10
PRACTICAL LAB

LEARNING GOAL:

The student should be able to correctly demonstrate specific knowledge and abilities to obtain information from a caller, respond EMS personnel, dispatch, and if authorized, provide pre-arrival instructions in accordance with the Ventura County EMS Agency.

PERFORMANCE OBJECTIVES:

- Given a minimum of five simulated calls, the student should be able to correctly:
 - Interrogate a caller;
 - Respond EMS personnel;
 - Obtain and communicate follow up information to the en route responder.

In addition in those systems which authorize pre-arrival instructions:

- Given a minimum of five simulated calls, the student should correctly use the Medical Priority Reference System to provide the caller detailed pre-arrival care instructions appropriate to the patient's problem.

UNIT 11

WRITTEN AND PRACTICAL TESTING

LEARNING GOAL:

The student should be able to demonstrate their knowledge and/or skills as appropriate for each performance objective on a written and practical examination.

PERFORMANCE OBJECTIVE:

- The student, upon completion of this course, should achieve a minimum score of 80% on a competency-based validated written examination that tests required knowledge of topics taught from this training guide.
- The student, upon completion of this course, should successfully pass a validated competency-based skills examination of practical exercises based on previously determined standards chosen by the course administrator that tests their knowledge of the training guideline's topics.

- IV. **DEFINITION:** An Emergency Medical Dispatcher (EMD) is defined as: Any person employed by an agency providing emergency medical dispatch service who has successfully completed a program in compliance with the Ventura County EMS Agency that is consistent with this policy.

LEVEL OF EMERGENCY MEDICAL DISPATCHING

Within Ventura County, there is one level of emergency medical dispatching within the EMS system. This is level-I and identified as follows:

Level I (Call Routing) Instruction	<u>Dispatch Action</u> ALWAYS DISPATCHES	<u>Dispatch Options</u> Pre-arrival Instructions
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This level of service is characterized by a dispatcher who is limited to determining whether a request for services requires a medical or non-medical response. When a medical response is required, they either transfer the call to the responsible medical dispatch agency or they send the highest level of care available. They make no determination as to what kind of medical service is needed or how many agencies should be responded. If the agency dispatches, then they may elect to have the dispatcher use a medical reference card to ask the caller if the victim is conscious, breathing, victim's age and chief complaint. This information would be forwarded to the EMS responder en route. The local agency has the option of providing pre-arrival instructions.

- V. **AUTHORITY:** Health and Safety Code (h & S) 1797.220. "The local EMS agency shall establish policies and procedures approved by the medical director of the local EMS agency to assure medical control of the EMS system. The policies and procedures approved by the medical director may require basic life support emergency medical transportation services to meet any medical control requirements including dispatch, patient destination policies, patient care guidelines, and quality assurance requirements."